

5 Trouble-Shooting Tips

Introduction to Trouble-Shooting Tips

We have identified a list of common questions and proposed solutions and have included them in this packet. The subject areas are as follows:

“Invalid Access Code”

“Access Code has been locked.”

“An Error has Occurred”

No Double Quotes (“

“Invalid Access Code.”

The complete error message reads, “Invalid Access Code. Please Enter an Access Code using 8 to 10 characters. A minimum of one and a maximum of 2 numeric characters must be included. Please login with a valid Access Code.”

This error message will display when an incorrect access code is entered.

Try entering the access code again. You have 5 attempts to enter your access code.

Note: Your access code is the same one that you use to enter the CMS Net character-based system.

“Access Code has been locked.”


The complete error message reads, “Access Code has been locked. Please contact the System Administrator/ Help Desk for help with your Access Code.”

Call the CMS Net Help Desk so that they can reset your access code.

“An Error has Occurred.”

A general error message reads:

“An Error has Occurred. Please click the CMS Logo and login to the application.”

Click the Refresh icon.  Try to repeat the same transaction. If you receive this error message again, call the CMS Net Help Desk.

No Double Quotes (“)

Notes

CMS Net Web is not designed to accept double-quotes (“). If a double-quote is encountered, you will see the “An Error has Occurred” message.

The work-around for a double-quote is to use a single quote (‘). You can enter the single quote in the data fields.